

5 FAH-2 H-120 RESPONSIBILITIES

(TL:TEL-11; 07-19-2004)
(Office of Origin: IRM/BPC/RG)

5 FAH-2 H-121 BUREAU OF INFORMATION RESOURCE MANAGEMENT (IRM)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Bureau of Information Resource Management (*IRM*) is the directing authority for planning, developing, acquiring, and maintaining telecommunication services, voice communication services, automated data processing, personal computers, local area networks, electronic media products, and mass data storage for the Department of State and its missions. To achieve this overall objective, IRM works in conjunction with other bureaus and delegates responsibility for specific programs and objectives to numerous support offices. IRM is also tasked to implement information security policy, create and implement corporate security and system security plans, perform operational *monitoring*, and jointly develop guidelines for system security plans. See 1 FAM 270 for descriptions of supporting IRM offices, divisions, and branches.

5 FAH-2 H-121.1 Information Assurance (IRM/IA)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Office of Information Assurance, under the direction of the Chief Information Security Officer (CISO), is responsible for: managing the agency-wide cyber security program; approval of information assurance policies, standards, and guidelines; evaluating compliance; developing guidelines for system security plans; and ensuring compliance with national directives. These policies, standards, and guidelines are designed to protect information pertaining to national security and foreign affairs, as well as information defined as sensitive by the Department of State. The CISO is also responsible for ensuring that all staff receives the appropriate training and awareness for their specific roles.

5 FAH-2 H-122 BUREAU OF DIPLOMATIC SECURITY (DS)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Bureau of Diplomatic Security (DS) is responsible for developing information security policies to include the information systems security policies, developing computer security policies, providing security training, evaluating compliance, jointly developing guidelines for systems security plans, and coordinating with other agencies regarding personnel abroad. DS has developed worldwide standards for Department classified and unclassified automated information systems (AIS). These standards are designed to protect information pertaining to national security and foreign affairs, as well as information defined as sensitive by the Department.

5 FAH-2 H-123 EXECUTIVE SECRETARIAT-OPERATIONS CENTER (S/ES-O)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Executive Secretariat-Operations Center (S/ES-O), also known as the Ops Center, performs various telecommunications tasks in concert with IRM/OPS/MSO/MSP (Messaging Systems Office, Messaging Systems Projects) to support Department principals, i.e., the Secretary, Deputy Secretary, and Under Secretaries. Foreign Service and Civil Service officers staff the Ops Center, 24 hours a day, 365 days a year. S/ES-O communications responsibilities include:

- (1) Reviewing telegram distribution for and directing telephone calls to seventh floor principal officers and senior Department officials;
- (2) Enforcing the proper use of high-precedence designators and notifying originating posts upon receipt of telegrams with inappropriate precedence or special handling instructions;
- (3) Granting permission to laterally transmit NODIS telegrams;
- (4) Assigning dissemination to EXDIS, NODIS, *PARTO*, and DEPTO telegrams; and
- (5) Providing final clearance on all ALDAC (All Diplomatic and Consular Posts) telegrams, outgoing NIACT, *TOPAR*, *TODEP*, and TOPOL

telegrams, as well as all seventh floor-approved telegrams. See 5 FAH-2 H-237.6, 5 FAH-2 H-422.2, 5 FAH-2 H-442.3 and 5 FAH-2 H-445 for more information regarding S/ES-O communications responsibilities.

5 FAH-2 H-124 FOREIGN SERVICE INSTITUTE (FSI)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The School of Applied Information Technology (SAIT), within the Foreign Service Institute (FSI), provides industry-standard and Department of State specific technical telecommunications, information assurance, and information systems management training to IRM personnel and other personnel with duties related to IRM systems and networks. SAIT evaluates training methodologies regularly with IT industry standards and adapts courseware to continuously meet changing technologies and provide effective training to IM personnel.

5 FAH-2 H-125 REGIONAL INFORMATION MANAGEMENT CENTER (RIMC)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Regional Information Management Center (RIMC) serves as both an IRM Bureau service and support outreach center for all Department IRM activities and as a regional network hub supporting a variety of IRM distributed services to area diplomatic missions. As such, RIMC provides technical and operation guidance for all computer, communications, radio, and telephone operations within a regional jurisdiction. To execute IRM policies consistently, the RIMC staff has regional maintenance and oversight responsibility. To execute IRM policies, RIMC includes the following in its scope of operations:

- (1) In coordination with the Information Management Officer (IMO), assisting U.S. Government agencies served by Department missions to meet their communication requirements;*
- (2) Representing the Department in arrangements for communication facilities and personnel to service international or regional conferences not held at posts abroad;*

- (3) *Assisting in the supervision of facilities installations at field posts;*
- (4) *Providing technical training for U.S. and FSN IM personnel assigned to posts within its jurisdiction during site visits or, at some centers, in RIMC training facilities;*
- (5) Performing and providing regional distributed network hub services, systems administration, and information security supporting area-wide Black Router, Remote Dial-In, and other wide area networks (WAN); and
- (6) Conducting COMSEC audits and performing IM management reviews.

5 FAH-2 H-125.1 RIMC Regional Director (RIMC/DIR)

(TL:TEL-11; 07-19-2004)
(State Only)

The RIMC/DIR is responsible for implementing IRM programs, which are formulated according to needs prioritized by regional bureaus, IRM, and post management. The RIMC/DIR manages all IRM activities conducted in support of posts under the RIMC's jurisdiction, specifically:

- (1) Serving as IRM's primary IT policy linkage to a given region and to diplomatic posts within that region;
- (2) Serving as IRM's regional IT policy expert, providing guidance to chiefs of mission, other senior post officials, and other agencies operating at post;
- (3) *Serving as the first contact with Engineering Services Centers (ESC), Regional Security Officers (RSO), and Regional Computer Security Officers (RCSO) to ensure security requirements are met;*
- (4) Directing the activities of all Information Management Technical Specialists (IMTS) in the region, and regional Information Management Specialists (*IMS*) assigned to the RIMC;
- (5) Coordinating DTS operations with the Department, the posts concerned, DTS-PO, and the Area Telecommunications Office (ATO);
- (6) Recommending telecommunications improvements to post principal officers and the regional bureau, in consultation with post's senior

IMO and IMTSs; and

(7) Providing overall management for the RIMC regional systems and *WAN* support operation.

5 FAH-2 H-125.2 Information Management Technical Specialist (IMTS)

(TL:TEL-11; 07-19-2004)
(State Only)

The Information Management Technical Specialist (IMTS) installs and repairs telephone, *radio*, or digital systems for a post within a RIMC jurisdiction. Accordingly, the position is designated IMTS/T, IMTS/R, or IMTS/D. Abroad, *unless on temporary duty*, the IMTS is assigned *or reports* to a RIMC or a RIMC associate office and is supervised by the RIMC regional director. Specific IMTS responsibilities include:

- (1) Performing on-site engineering surveys and *providing guidance* in procuring and installing telephone and radio systems in information and communication facilities;
- (2) Performing on-site engineering surveys and *providing guidance in* procuring, installing, and operating emergency communications facilities;
- (3) Planning communication installations and upgrades at posts abroad, in coordination with Regional Security Officers;
- (4) Providing special technical assistance for posts to support visits of high-level officials *as directed*;
- (5) *Upgrading computer systems and ensuring proper integration to meet Diplomatic Telecommunications Service (DTS) and the Department's OpenNet and ClassNet security and configuration standards for Department computer systems and providing assistance to other agencies at post;*
- (6) Coordinating network and information system projects between the Department and other agencies at posts to ensure adherence to the *Department's OpenNet and ClassNet* standards;
- (7) *Providing* a rapid response to information system and communications failures, *to include assistance or instruction provided telephonically, by e-mail, or by traveling to the affected post;*

- (8) Representing the RIMC Director and IRM at satellite RIMC posts during country team and administrative staff meetings; and
- (9) Providing technical assistance and training in support of *IM* personnel at a post, as may be required.

5 FAH-2 H-126 DIPLOMATIC TELECOMMUNICATIONS SERVICE-PROGRAM OFFICE (DTS-PO)

(TL:TEL-11; 07-19-2004)
(Uniform all agencies)

The Diplomatic Telecommunications Service-Program Office (DTS-PO) is a *statutorily* mandated office tasked with providing telecommunications services to all U.S. Government agencies and departments located at diplomatic missions abroad. See 5 FAH-2 H-512 through 5 FAH-2 H-516 for more information regarding DTS-PO.

5 FAH-2 H-127 POST PRINCIPAL OFFICERS

(TL:TEL-11; 07-19-2004)
(Uniform all agencies)

The principal officer, or *management* officer acting as a designee, is responsible for conducting of post's information management operations according to criteria established by the Department. The principal officer is also responsible for preparing and maintaining an Emergency Action Plan, which includes recommended procedures for ensuring the maximum effectiveness of communications under abnormal conditions. The principal officer enforces the disciplined use of telegraphic facilities to prevent congesting telegraphic channels with unnecessary or inappropriate messages. To achieve this end, the principal officer or a designee approves all drafted telegrams. The principal officer also includes instructions on the proper use of telegraphic channels, uniformity of format, and message preparation procedures in post's orientation program for newly assigned employees.

5 FAH-2 H-128 POST INFORMATION MANAGEMENT POSITIONS

5 FAH-2 H-128.1 Information Management Officer (IMO)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Information Management Officer (IMO) *is the senior IM person at post. The IMO at the embassy is also responsible for IM operations at constituent posts. The IMO coordinates with post's RSO to ensure DS security standards are maintained. The IMO serves as the DTS-PO representative for operations. The IMO, or senior IM specialist, is responsible for ensuring all relay and transmitting stations connected to the post are notified in advance of local holidays and other days the IM section will be closed. For complete details on the roles and responsibilities, refer to 5 FAM 121.1.*

5 FAH-2 H-128.2 Information Programs Officer (IPO)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Information Programs Officer (IPO), under the supervision of the IMO, manages *the Information Programs Center (IPC). In posts where no IMO is assigned, an IPO may be responsible for IMO duties and responsibilities, depending on the post's staffing configuration. For complete details on the roles and responsibilities of an IPO, refer to 5 FAM 121.2.*

5 FAH-2 H-128.3 Information Programs Supervisor (IPS)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Information Programs Supervisor (IPS) is a first-line supervisor under the supervision of the IPO. Traditionally, the IPS supervises a shift of at least two other IM personnel. In posts where there are no shifts, or where the shifts are merely staggered, the IPS can, instead, supervise various disciplines or programs of the IPC, drawing on the IPC workforce as required. For complete details on IPS roles and responsibilities, refer to 5 FAM 121.4

5 FAH-2 H-128.4 Information Management Specialist (IMS)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

In the broad context of Department positions, Information Management Specialist (IMS) refers to all IRM employees within the 2880 skill code. Within the context of IRM, *IMs are all non-supervisory IM personnel. Although IMs typically have no supervisory responsibilities, at some posts they may be assigned supervision of locally employed staff (LES). For complete details of the roles and responsibilities of an IMS, refer to 5 FAM 121.5.*

5 FAH-2 H-128.5 Information Systems Officer (ISO)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Information Systems Officer (ISO), under the supervision of the IMO, manages *the Information Systems Center and is responsible for all unclassified data processing equipment and systems. The ISO may also serve as the systems manager at smaller posts. At large posts, the system manager is usually a locally employed staff (LES). For complete details on the roles and responsibilities of an ISO, refer to 5 FAM 121.3.*

5 FAH-2 H-128.6 Information Systems Security Officer (ISSO)

(TL:TEL-2; 05-23-2002)
(Uniform State/USAID)

The Information Systems Security Officer (ISSO) implements the information systems security program. The ISSO advises the security officer on information systems security issues and works closely with the system manager and IPO to implement DS information systems security standards. See 12 FAM 600 for more information regarding ISSO duties and responsibilities.

5 FAH-2 H-128.7 Information Technical Officer (ITO)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Information Technical Officer (ITO) is responsible for the Information Technical Center (ITC) and supervises one or more Information Technical Specialists. Depending upon post's transmission facility, the ITO shares responsibility with the IPO for black (encrypted signal) transmission equipment, such as multiplexers, black packet switches, access communications processors, and black data circuits.

5 FAH-2 H-128.8 Information Technical Specialist (ITS)

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

The Information Technical Specialist (ITS) performs all maintenance and operational procedures as requested by the ITO. This ITC position is equivalent to the IMS position in the IPC.

5 FAH-2 H-129 BACK-UP IMS SUPPORT

5 FAH-2 H-129.1 Back-up IMS Support by Non-IM Employees

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

- a. Post management may assign IM responsibilities to non-IM personnel at posts with one or no IM employees.
 - (1) The assignment of IM responsibilities may include either sharing IM Duty Officer responsibilities or performing all IM operations and procedures on either a part-time or as-needed basis, or in the absence of the post's sole Information Management Specialist (IMS).
 - (2) The Department or the regional IRM Rover program coordinator must provide temporary duty assistance to posts with one IMS during an extended absence of that IMS. The Department or the

regional IRM Rover program coordinator must provide temporary duty assistance to posts without an IMS during an extended absence of the individual assigned to perform IM roles and responsibilities.

- b. Individuals undertaking IM responsibilities must possess appropriate security clearances. Top secret/cryptographic use clearance is required before such individuals perform telecommunications processes. Additionally, these individuals must have completed formal post-specific training prior to performing any IM operations or procedures.
- c. 3 FAM 3140 covers entitlement to communications differential, and specific requirements to attain and retain this entitlement. Office Management Specialists (OMS) who serve as back-up to IMS are entitled to this communications differential, which is five percent of their basic pay. To maintain their five percent pay differential, OMSs must assume IM Duty Officer responsibilities for a minimum of one week per month unless on extended official leave. Additionally, unless they are on official leave, they must work a minimum of four hours per week in the IPC, or communications center, to maintain their communications skills.

5 FAH-2 H-129.2 Office Management Specialist (OMS) Assuming the IMS Role

(TL:TEL-11; 07-19-2004)
(Uniform State/USAID)

- a. In situations where an Office Management Specialist (OMS) is assigned to a post that does not have an IMS, the OMS may be assigned the additional responsibilities, but not the title, of the IMS position. If assigned to the post as an OMS with added IMS responsibilities, the OMS must meet all of the requirements in 3 FAM 3140 to be entitled to the communications differential for performing IM responsibilities.
- b. In accepting an assignment of the sort set forth in subparagraph (a), the OMS assumes all of the post-specific responsibilities of the IMS listed in 5 FAM 120.
- c. This category of OMS positions is normally found at consulates or other missions that are constituents of an embassy. Where this is the case, the IMO at the embassy will provide support and assistance as necessary.